

Director of Operations USO of North Carolina

Would you like the opportunity to join the premier service organization whose mission is to lift the spirits of America's troops and their families? Are you a hands-on leader and mentor who would love to combine your work with your passion?

The **USO of North Carolina (USO-NC)**, founded in 1941, is the lead non-profit organization charged with supporting military servicemen and women in the state of North Carolina. 11% of U.S. military active duty forces call North Carolina home. With seven major military installations, North Carolina has the 4th largest demographic of active and reserve duty components in the country. With five centers statewide, USO-NC serves an average of 650,000 troops over the course of a year. Three travel-based centers at Raleigh Durham International Airport, Charlotte Douglas International Airport and Fayetteville Airport host an average of 13,075 visitors per month. Two installation-based centers at Fort Bragg and Jacksonville (the oldest operating USO in the world) serve an average of 50,000 troops and their families, providing assistance with Rack Packs, care packages, deployments and homecomings. The USO-NC Mobile Unit travels statewide to support troops and their families in remote locations and at deployments and homecomings, with the secondary mission of disaster relief.

As **Director of Operations** reporting directly to the President, you will work closely with the President, Board of Directors, Board Committees and Center Advisory Committees, and will be responsible for managing and developing the Center Directors, staff and volunteers to handle the day-to-day operations of the organization. You will work in concert with the President to develop strategy, organizational policy, and the annual business plan; and help to implement the strategic plan and Center action plans. You will be responsible for the work assignment, ongoing management and performance assessment of direct reports, which include five (5) Center Directors, Mobile Director, and a Senior Administrative Assistant.

Principal Accountabilities include:

- Strategic planning, budgets, financial plans and projections
- Ensuring adherence to USO of NC policies and procedures; and USO standards and guidelines
- Assisting in the development and then supervision of new programs and services
- Attending USO of NC programs and conducting routine Center visits
- Overseeing state-wide volunteer recruitment, training and recognition programs
- Training and staff development
- Coordination of meetings and communications

Requirements:

- Bachelor's degree required; advanced degree a plus
- 10 -15 years' experience managing people, resources, and processes within a service-oriented organization
- Demonstrated success managing multiple departments in a non-profit or small business setting

- Knowledge and understanding of the USO and its programs and services
- Knowledge and understanding of the military lifestyle
- Understanding of the mechanics of non-profit fund raising and revenue generation
- 25% - 30% travel within North Carolina
- Must be based in the Raleigh-Durham, NC area. NO RELOCATION PROVIDED.

To Apply:

Visit our applicant website:

<http://capital.iapplicants.com/ViewJob-541989.html>

(Or)

Send resume and salary requirements to: jill.feldman@capital.org